

[Home](#)[Games](#)[Help](#)[Rewards
Wheel](#)[Log
in](#)[Create
account](#)

Terms & Conditions

1. Introduction

1. The Terms & Conditions stipulated below are effective as of January 1st 2022. Before using the website www.luckydays.com, please read Terms & Conditions carefully. The fact of using the website confirms your consent with the Terms & Conditions.
2. The website www.luckydays.com ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Raging Rhino NV, Reg No. 148106, having its registered address at Abraham de Veerstraat 9, Willemstad, Curacao, licensed to conduct online gaming operations by the Government of Curacao under license 365/JAZ, sub-license GLH-OCCHKTW0710292018.
3. Terms and conditions are published in numerous languages for the ease of understanding for players. The English version of these terms and conditions is the optimal version that will be applied in all circumstances. In any case of discrepancy with respect to a translation of any kind, the English version of these Terms and Conditions are final and are the legal version to be applied.

2. Changes Of Terms & Conditions

1. Effective from: January 1st 2022
2. Last updated: 10 June 2025, Version 1.2
3. Current Terms & Conditions may be changed by the Company when such need occurs. The Company will notify the players of any significant changes, where possible. However, please visit the Terms & Conditions page regularly to check for possible changes.

3. **Who Can Play**

1. The website accepts players only from those countries and geographic regions where online gambling is allowed by law. Players residing in Curaçao, the Netherlands, US, sanctioned countries and FATF blacklisted countries are prohibited from registering an account.
2. The right to access and/or use the website (including any or all of the products offered via the website) may be illegal in certain countries. You are solely responsible for determining whether your accessing and/or use of the website is compliant with applicable laws in your jurisdiction and you warrant to us that gambling is not illegal in the territory where you reside. Any claim against the Company brought by you for any reason whatsoever in regard to the above mentioned will be considered void and shall not be accepted. The Casino cannot guarantee successful processing of withdrawals or refunds in the event that player breaches this policy.
3. We only accepts players of or above the age of 18 years (or the legal age to gamble in the jurisdiction in which you reside, if higher). It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction regarding the age limitation for online gambling.
4. The Company reserves the right to ask for the proof of age from the player and limit access to the website or suspend the player's account to those players who fail to meet this requirement.

4. **Accepted Currencies**

1. We accept payments made in the following currencies: EUR, CAD, INR, NZD, USD, NOK, KRW, YEN, THB, ZAR

5. **Fees and Taxes**

1. The player is fully responsible for paying all fees and taxes applied to their winnings according to the laws of the jurisdiction of player's residence. If user made deposit and do not place any wagers, we reserve the right to cover our fees in case user make withdrawal.
2. All deposits need to be wagered 1x before withdrawal.
3. We do not charge players any transactional fees, such as charges for deposits or withdrawals. However, it is the player's responsibility to check with their bank and or other payment service provider as to whether they levy any such charges.

6. **Game Rules**

1. The player confirms that he/ she knows and understands the rules of games offered by the website. It is at player's discretion to know the payout percentage of each game.

7. **Availability of Games**

1. Certain games may be unavailable in certain jurisdictions, as required by policies of game providers which may change from time to time.

8. **Disclaimer Of Liabilities**

1. The player is aware of the fact that gambling at the website may lead to losing money.

The Company is not liable for any possible financial damage arising from the use of the website.

2. The Company is taking effective measures to protect player's private data from any unauthorised use and is only making it available to parties involved in providing of gambling services through the website. Notwithstanding this, the Company is not responsible for how the information is further treated by third parties, for example third party software providers or affiliates. Treatment of player's private data by such parties is subject to Terms & Conditions of these parties, if any.
3. The Company is not liable of any hardware or software, defects, unstable or lost Internet connections, or any other technical errors that may limit player's access to the website or prevent player from an uninterrupted play.
4. In an unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all the wagers accepted containing such an error, or to correct the mistake by re-settling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.
5. If we mistakenly credit your Player Account with winnings that do not belong to you, whether due to a technical issue, error in the paytables, human error or otherwise, the amount will remain our property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.
6. The Casino, its directors, employees, partners, service providers:
 1. do not warrant that the software or the Website is/are fit for their purpose;
 2. do not warrant that the software and Website are free from errors;
 3. do not warrant that the Website and/or games will be accessible without interruptions;
 4. shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the

Website or your participation in the games.

7. You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.
8. You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's Terms & Conditions in a manner that results in your suspension or permanent barring from participation in the Website.

9. **Use Of Player's Account**

1. Each player can create only one personal user account. Creating multiple user accounts by a player can lead to termination of the accounts and suspending of all payouts. The player shall not provide access to his user account or allow using the website to any third party including but not limited to minors. Any returns, winnings or bonuses which the player has gained or accrued during such time as the Duplicate Account was active may be reclaimed by us, and players undertake to return to us on demand any such funds which have been withdrawn from the Duplicate Account.
2. Players funds are held on a segregated account and are not mixed with the corporate funds.
3. You cannot transfer, sell, or pledge Your Account to another person. This prohibition includes the transfer of any assets of value of any kind, including but not limited to ownership of accounts, winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial or otherwise. The prohibition on said transfers also includes however is not limited to the encumbrance, pledging, assigning, usufruct, trading, brokering, hypothecation and/or gifting in cooperation with a fiduciary or any other third party, company, natural or legal individual, foundation and/or association in any way shape or form.

0. **Anti-fraud Policy**

1. The Company has strict anti-fraud policy. If the player is suspected of fraudulent actions including but not limited to:
 1. participating in any type of collusion with other players,
 2. development of strategies aimed at unfaithful winnings,
 3. fraudulent actions against other online casinos or payment providers,
 4. charge back procedures with a credit card or denial of some payments made,
 5. other types of cheating,
 6. or is known to have gone bankrupt in the country of his residence,
 7. providing incorrect information about personal data during registration
2. The Company reserves the right to terminate the player account and suspend all payouts to the player. This decision is at sole discretion of the Company and the player will be informed via phone or email based on the contact details provided at registration. The Company also reserves the right to inform the regulatory bodies of such fraudulent actions performed by the player.
3. The administration of the casino reserves the right to call its players if regarded as a necessary part of verification. The account will not be verified and the win will not be processed till the conversation with the manager came about (the call is realized via phone number provided at the player's account). In case the phone number is invalid or missing herewith possible fraud take place, casino reserves the right to terminate the account and confiscate the win. If the player do not get through the procedure within two weeks the account will be permanently closed and the win confiscated with no re-admittance to the Casino and its remaining funds permanently confiscated. Such actions may help to reduce fraudulent actions and avoid negative practice in the future. In case the player has duplicate account with bonuses, or same ID, or used few accounts in the same browser, or same playing scheme at both accounts, casino reserves the right to terminate such accounts and withhold the win. If a customer avails of registration free spins herewith his/her county differs from IP address, the

administration of the casino reserves the right to terminate such accounts and withhold the win in order to avoid negative practice in the future. If a customer or group of customers are suspected to have taken casino offers for the purposes of abusing the promotion, LuckyDays reserves the right to void the bonus and any winnings.

4. Abusing of the promotion means:

1. making max allowed bets on high variance games in order to increase balance;
2. decreasing stake after big hit and switching to low variance game
3. customer bonus ratio (deposits / bonuses) is more than 50%.
4. any other actions which may damage the Casino.

5. The Casino has zero tolerance to advantage play. Any player who will try to gain advantage of casino welcome offers or other promotions agrees that Company reserves the right to void bonuses and any winnings from such bonuses, for the reasons of:

1. use of stolen cards;
2. chargebacks;
3. creating more than one account in order to get advantage from casino promotions;
4. providing incorrect registration data;
5. any other actions which may damage the Casino.

6. The Casino reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at the Casino's discretion, not to be exercised unreasonably. The Casino reserves the right to retain payments, if suspicion or evidence exists of manipulation of the casino system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or, change any games or events being offered on the Website.

7. Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, you agree to report to the Casino any error or incompleteness immediately. Should you fail to fulfil such

obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification. Please note that if you requested a withdrawal, but the sum of bets made since last deposit is less than 1x times the size of that deposit, the Casino reserves the right to charge you the costs of transaction processing for deposit and withdrawals. This decision is at sole discretion of the Casino.

1. **Deposit**

1. LuckyDays offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as different web wallets. Please contact our support team at help@luckydays.com to inquire about the payment methods which are most favourable for your country of residence.
2. Please note that the minimum amount of deposit is 20\$/€ or the equivalent amount in any other of our other supported currencies. The maximum amount of deposit depends on the payment method you decide to use.
3. LuckyDays does not accept third party payments. You must make deposits only from a bank account, bank cards VISA/MasterCard, payment systems Skrill/NETELLER or other payment methods that is registered in your own name. If we determine during the security checks that you have violated this condition then your winnings will be confiscated and original deposit returned to the owner of the payment account, also LuckyDays is not responsible for the lost funds deposited from third party accounts.

2. **Withdrawal / Refund Policy**

1. The minimal amount for withdrawal is 20\$/€ or the equivalent amount in any other of our other supported currencies. The maximum amount for withdrawal depends on the payment method you decide to use. If the requested amount of withdrawal exceeds the limit of a particular payment system, the amount will be withdrawn in instalments.

Your withdrawals will be processed as soon as possible, however, please keep in mind that some payment options take up to 5 banking days to process the withdrawal request.

2. If you have deposited via credit or debit card and the amount of withdrawal is equal or smaller to the one deposited, we reserve the right to pay the withdrawal amount back to the credit or debit card. If the amount exceeds the one deposited, the amount in excess will be paid via one of the alternative payment methods. The Casino reserves the right to check your identity prior to processing payouts and to hold withdrawals for the time needed to check your identity. In case you provide false Personal Data, the withdrawal can be refused and the Player Account terminated, of which you will be informed by email.
3. Please note that for supported countries we are not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.
4. Please note that the withdrawal can only be processed with the payment method used to fund the player balance. Only when the payment method is not available as a withdrawal option, alternative methods will be offered to the player.
5. The Company reserves the right to check player's identity prior to processing payouts and to hold withdrawals for the time needed to check the player's identity. In case of false personal data provided by the players, the withdrawal can be refused and the user account can be terminated. The player will be informed thereof by email. In some cases The Company may require verification of any player via live video call (Skype).
Maximum withdrawal amount processed to a player is 4,000 €//\$ or currency equivalent daily, 16,000 €//\$ or currency equivalent per week and 50,000 €//\$ or currency equivalent per month, unless otherwise specified in the promotional Terms & Conditions, where exceptions can be made to players with a higher VIP status. All progressive jackpots wins will be paid in full.
6. For players with an active self-exclusion period the following maximum withdrawal limits are available: 4,000 €//\$ or currency equivalent daily, 16,000 €//\$ or currency equivalent per week and 50,000 €//\$ or currency equivalent per month. These limits will also apply to inactive accounts. An account is considered inactive when not being used

for making deposits, playing or making bets, or when it's inactive due to any other reasons, during 1 month. Finally, please keep in mind the Casino is not a financial institution. Your account will thus not bear any interests and no conversion or exchange services will be offered at any time.

3. **Dormant Accounts**

1. Any inactive Account where your balance is preserved will be reviewed regularly and we will attempt to notify you, via email, at your registered email address of any remaining funds held in your Account. Should an Account remain inactive (no gameplay, transactions, valid withdrawals or deposits) for a period of at least 12 months, it will be classified by us as 'dormant' and a maximum administrative fee of 5 €/ \$ or currency equivalent per month shall be deducted from your Account thereafter. You will receive email notice of at least thirty (30) days before the first deduction. The deductions may be viewed in the Cashier under \"History\". The deductions shall cease should you reactivate your Account but the administrative fees already deducted will not be reimbursed. You can reactivate your account by making one or more wagers or transactions including a valid withdrawal or deposit. You are free, at any time, to withdraw any funds which you are entitled to and which are held by us on your Account.

4. **Complaints**

1. You are free to contact our customer service team according to the instructions found on the Website to give us any complaints regarding our services. Complaints are handled in the support department and escalated in the organisation of the Casino in the case that support personnel did not solve the case immediately. You shall be informed about the state of the complaint to a reasonable level. If the dispute is not resolved on the casino management level, you can contact any independent body, gaming authority or the licensing regulator listed on the Website. In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a

disagreement between the result that appears on your screen and the game server, the result that was logged on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation. When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your Player Account.

5. **Bonuses Terms and Conditions**

1. These Bonus Terms and Conditions apply to all promotions and campaigns offered by LuckyDays from time to time and form part of the General Terms and Conditions. Promotions will also have specific terms applicable to them stated within the offer.
2. Bonus play can begin only when your Real Money is depleted. If you make a Real Money withdrawal before you have completed your Bonus wagering the remaining Bonus will be forfeit.
3. The maximum wager when a Bonus is pending, or actively being turned over is 5€//\$ or currency equivalent. This includes Bonus Buy features, where the total cost of the purchase is applicable. You may lose your winnings if you do not follow this rule.
4. A Bonus is only valid once per Account/household/IP address. Unless stated otherwise, you must deposit at least 20 €//\$ or currency equivalent and play 20 €//\$ or currency equivalent in order to qualify for a Deposit Bonus.
5. Bonus money will expire 30 days after being awarded to you, unless stated otherwise in a promotional offer.
6. A Free Spin is Game specific and cannot be transferred. Free Spins that remain unclaimed will be forfeited after 7 days, unless stated otherwise in a promotional offer.
7. Free Spins that are offered as reward in a Deposit Bonus will be credited after a player has wagered a minimum of 20 €//\$ or currency equivalent on slots in the Casino, unless stated otherwise. Free spins that do not require a Deposit to trigger are only available if you have made a Deposit at least once over a selected period of time.
8. You must not engage in any activity which is intended to take unfair advantage of a

Bonus. LuckyDays reserves the right to withdraw the availability of any Promotion and void any wager funded by the Bonus and remove any winnings from such wager at any time and at LuckyDay's sole and absolute discretion.

9. If we have reasonable grounds to suspect that a Bonus is being claimed by or for the benefit of the same person more than once or by a group of people acting in concert then it may withdraw the availability of any Bonus or all Bonuses to that customer or group of customers and/or void any wager funded by the Bonus and remove any winnings from such wager.
10. Delaying the playing of a game round until after the wagering requirement for an active bonus has been met, until new funds have been deposited or until an active bonus has been forfeited, is considered a manipulation of bonus functionality and is a prohibited practice.

6. **Wagering Requirements**

1. If you are eligible for a Bonus (for example, a login Bonus of 10\$/€ or a Deposit Bonus of 100% up to a certain amount) wagering requirements will apply before you can make any withdrawals.
2. Unless otherwise stated, all Bonuses have a minimum wagering requirement of at least x 40. This means that the Bonus must be staked 40 times before any potential Winnings are converted into Real Money.
3. Within the Cashier you can see how much you have wagered and how much you have left to wager before your winnings turn into Real Money.
4. When claiming a casino bonus, any available Cash Balance on your Player Account will be used to wager first. Bonus Funds are used once your Cash Balance reaches zero or is insufficient to meet the stake.
5. All Winnings from Free spins are considered to be Bonus money, therefore need to be wagered 40 x on slots before withdrawal is possible. Winnings will be converted to Real Money only after the Bonus wagering requirements are met, unless stated otherwise in a promotional offer.

6. Casino Games are contributing towards the wager requirement as listed in the Bonus Terms and Conditions.

7. **Excluded Games from Bonus Play**

1. The games listed in the Bonus Terms and Conditions are excluded from bonus play, unless stated otherwise in a promotional offer. Other Games may be excluded from time to time.

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